

POLICY TITLE:		Workplace Violence Prevention	
 		CHILD AND FAMILY SERVICES AGENCY	
Approved By:	Date Approved:	Original Effective Date:	Last Revision:
Robert L. Matthews - Director	December 7, 2022	August 17, 2005	December 7, 2022

I. AUTHORITY	Federal and District of Columbia law, including D.C. Code § 4-1402.11(c-1), Chapters 16, 18 and 20 of the District Personnel Regulations, and applicable collective bargaining agreement(s).
II. APPLICABILITY	This policy is applicable to all Child and Family Services Agency (“CFSA”) employees, contractors, clients, volunteers, and visitors.
III. RATIONALE	<p>Acts of violence and other injuries are currently the third-leading cause of fatal occupational injuries in the United States. According to OSHA (Workplace Violence Statistics 2018 Alert Find): About 2 million people each year report some type of workplace violence. It is estimated that 25 percent of workplace violence goes unreported. However, it manifests itself, workplace violence is a major concern for employers and employees nationwide.</p> <p>CFSA supports the right of its employees to work in a safe and secure work environment free of violent acts or threats towards employees or by employees towards others. In support of a safe work environment, CFSA established a policy and related procedures ensuring that its workplace environment be free from all forms of threats that are disruptive in the work environment and protects individuals from workplace violence.</p>
IV. POLICY	<p>It is the policy of CFSA to promote a safe work environment for all employees, contractors, volunteers, and visitors by prohibiting all forms of workplace violence, including displaying, brandishing, or possessing a weapon in the workplace environment. Additionally, CFSA seeks to maintain an environment free of violent incidents or threats towards employees, or by employees towards others by doing the following:</p> <ol style="list-style-type: none"> 1. Promoting the responsibility of staff in preventing violence to reduce the incidences of workplace violence 2. Providing training and education for employees in the recognition and prevention of workplace violence 3. Ensuring that all reported incidents of workplace violence are taken seriously and investigated promptly <p>It is CFSA’s policy that under no circumstance shall any employee, supervisor, manager, or other person acting on their behalf, or under their direction, retaliate against, harass, or coerce an employee because that employee has filed or asserted a claim of workplace violence, been a witness in a workplace violence investigation or challenged an allegation of workplace violence.</p> <p>When an employee fails or refuses to meet applicable standards, CFSA shall take appropriate action. Any employee found in violation of this policy is subject to disciplinary action up to and including termination.</p>

<p>V. CONTENTS</p>	<p>A. Workplace Violence Definitions B. CFSA Employee Responsibilities C. CFSA Supervisor and Manager Responsibilities D. Role of CFSA's Director of Human Resources E. Role and Responsibilities of the Risk and Compliance Manager F. Domestic Violence G. Confidentiality Statement H. Involvement of Children in Violent Incidents I. Intervention</p>
<p>VI. SECTIONS</p>	<p>Section A: Workplace Violence Definitions</p> <p>For the purposes of this policy the following definitions apply:</p> <ol style="list-style-type: none"> 1. <i>Workplace Violence:</i> All forms of any act or threat of physical violence, harassment, intimidation or other threatening disruptive behavior that occurs in the workplace environment. This includes, but is not limited to, physical or sexual assaults, stabbings, suicide or attempts, shootings, rape, psychological abuse or traumas, or threats, verbal abuse or aggression that creates a reasonable expectation or fear of harmful or offensive contact to health, safety or property. 2. <i>Workplace Environment:</i> Any place where a CFSA employee, vendor, contractor, agent, temporary worker, or volunteer is executing the responsibilities and duties of their job, including District government buildings or any field location. 3. Violent incidents or threats include a broad scope of serious behavior and may include but are not limited to the following: <ol style="list-style-type: none"> a. <i>Assault:</i> The intentional act of physically injuring another person, with or without a weapon or dangerous instrument, that causes impairment of their physical condition or substantial pain. b. <i>Harassment:</i> Intentionally striking, shoving, kicking, or subjecting another person to physical contact, or threatening to do the same (without physical injury). Disruptive behaviors include using abusive or obscene language or other discourteous conduct towards any fellow employee or other individual, following a person in a public place, or engaging in a course of conduct that seriously alarms, degrades, humiliates, undermines or annoys another person. c. <i>Threat:</i> The direct or indirect expression of intent to inflict physical harm or actions a reasonable person would interpret as a threat to their safety or property. d. <i>Verbal or Physical Conduct of a Sexual Nature:</i> This conduct may include public lewdness, sexual abuse or assault, sodomy, or rape. For further information on procedures for reporting such conduct (see Sexual Harassment in the Workplace Policy).

	<p>e. Weapons (use or threatened use) includes but is not limited to firearms of all types and sizes (e.g., BB-guns or pellet guns), knives, swords, switchblades, razors, incendiary devices, tasers, clubs, bludgeons or bats, and any other item carried with the intent to threaten, intimidate, or harm another person.</p> <p>Note: <i>Pepper spray and mace are not permitted in federal or District government buildings, District of Columbia courts or airport carry-on luggage. If discovered, the pepper spray or mace will be confiscated. Any CFSA employee who carries either product shall have it registered with either District of Columbia or any State departments of law enforcement where you reside or travel to.</i></p>
	<p>Section B: CFSA Employee Responsibilities</p> <p>CFSA employees shall cooperate in establishing a safe workplace environment for themselves, co-workers, volunteers, and clients. Employees shall conduct themselves in a professional, courteous, and respectful manner, and adhere to the following actions:</p> <ol style="list-style-type: none"> 1. Refrain from any type of disruptive behavior such as those described in Section A, and act responsibly toward co-workers, supervisors, clients and other individuals. 2. Be familiar and work in accordance with CFSA and District government policy and acceptable standards of professional conduct. 3. Attend required workplace violence prevention training. 4. Report all instances of workplace violence immediately to a supervisor or manager. If the instance of workplace violence is caused by the employee's supervisor, report the incident to another supervisor, or manager, or administrator, or CFSA's Director of Human Resources ("DHR"). 5. Cooperate with CFSA officials and the Metropolitan Police Department ("MPD") in the investigation and the prosecution of violent incidents in the workplace environment. 6. Notify their supervisor and the DHR immediately of any personal application for and issuance of a Temporary or Civil Protection Order against a perpetrator. 7. Report to the supervisor, DHR, and CFSA's Employee Labor Relations ("ELR") when the perpetrator is charged with any crime of violence.

	<p>Section C: CFSA Supervisor and Manager Responsibilities</p> <p>CFSA supervisors and managers shall provide a safe workplace environment for all CFSA employees, contractors, clients, volunteers, and visitors. When an incident of violence or a threat occurs or is reported, supervisors and managers will take these actions seriously and respond immediately and adhere to the following actions:</p> <ol style="list-style-type: none"> 1. Report instances of violence in the workplace environment to CFSA’s Risk and Compliance Manager (“RCM”), the DHR and ELR, when the incident involves a CFSA employee. 2. Be aware of the general signs and symptoms of an employee who is at risk or is displaying potentially violent behavior. 3. Resolve, in consultation with the DHR, an internal incident involving employee violence by taking appropriate administrative action, which may include corrective or disciplinary action. 4. Protect the confidentiality of workplace violence incidents and prevent retaliation against employees for reporting.
	<p>Section D: Role of CFSA’s Director of Human Resources</p> <p>As is necessary, the DHR shall intervene, mediate, investigate and take steps to prevent violence in the workplace, and be responsible for the following:</p> <ol style="list-style-type: none"> 1. Take the lead in the investigation of workplace violence incidents. 2. Provide administrative interpretation concerning personnel regulations, rules, policies and procedures. 3. Brief the CFSA Director or designee of specific incidents. 4. Assist the CFSA’s RCM in the development and maintenance of unusual incidents notification procedures and ensure that employees are made aware and have access to the District wide ERisk unusual incident reporting procedures.
	<p>Section E: Role and Responsibilities of the Risk and Compliance Manager</p> <p>The CFSA’s RCM shall provide expert resources and knowledge for the prevention, intervention, and resolution of violent incidents or threats in CFSA’s workplace environment and be responsible for the following:</p> <ol style="list-style-type: none"> 1. Assist the DHR with workplace violence prevention training of employees. 2. Assist with the investigation of workplace violence incidents. 3. Brief the CFSA Director (if needed) and DHR of specific incidents.

	<ol style="list-style-type: none"> 4. Develop detailed procedures for employees to follow when workplace violence incidents occur (e.g., filing an unusual incident report in ERisk). 5. Develop and maintain unusual incident notification procedures and ensure employees are made aware and have access to a copy of the procedures, if needed.
	<p>Section F: Domestic Violence</p> <ol style="list-style-type: none"> 1. Domestic violence, while often originating in the home, can significantly impact workplace safety and the productivity of victims as well as co-workers and may occur in relationships regardless of the marital status, age, race, or sexual orientation of parties. 2. Domestic violence behaviors may be directed to a person who is in any of the following relationships: <ol style="list-style-type: none"> a. Persons related by blood, legal custody, or marriage. b. Having a child in common. c. Sharing of the same residence (currently or in the past). d. Having a romantic dating relationship (currently or in the past). e. Parties with a partner in common (currently or in the past). f. Parties who claim they have been stalked or otherwise harassed. 3. If an employee has been granted a Temporary or Civil Protection Order, the following actions shall apply: <ol style="list-style-type: none"> a. The employee must immediately report the existence of the Order to the DHR and their immediate supervisor or next in the chain of command. b. The DHR shall notify the security staff. c. The supervisor shall consult with the RCM and the DHR to provide reasonable accommodations, as appropriate, to protect the safety and well-being of all CFSA employees. d. The supervisor or DHR may offer counseling support through the District's Employee Assistance Program.
	<p>Section G: Confidentiality Statement</p> <p>To the extent possible, CFSA shall protect the privacy and confidentiality of employees who are victims of domestic violence, those who report domestic violence, and those who are being investigated for suspicion of domestic violent behavior. Supervisors and managers shall adhere to the following:</p> <ol style="list-style-type: none"> 1. Limit the sharing of the individual's information during investigations (identifying information may be disclosed on a "need to know" basis for the purposes of investigation).

	<ol style="list-style-type: none"> 2. Protect all information from disclosure related to an employee's status as a victim or family member of a victim of domestic violence, a sexual offense, or stalking provided to the employer by the employee, including a statement or any other documentation, record, or corroborating evidence. 3. Take steps to limit the internal spread of confidential information among employees. 4. If the disclosure of information is necessary to protect other employees from imminent harm, the employee is to be notified of the disclosure.
	<p>Section H: Involvement of Children in Violent Incidents</p> <p>Violent incidents involving children or adolescents on any CFSA site shall be taken seriously. These incidents shall be reported, investigated, and may be subject to prosecution.</p> <ol style="list-style-type: none"> 1. All incidents of violence involving children or adolescents that occur in the workplace environment shall be reported to the MPD, with a copy of the report forwarded to the CFSA's Office of the General Counsel. 2. An employee that is witness to an incident shall report the incident directly to the social worker and supervisor responsible for the child's case. 3. All appropriate efforts shall be taken to ensure the safety and protection of the child. 4. The DHR and RCM shall thoroughly and efficiently investigate all allegations of violence against children that happen in the workplace environment. 5. If an employee is the perpetrator of violence towards a child, disciplinary action up to and including termination shall be taken.
	<p>Section I: Intervention</p> <ol style="list-style-type: none"> 1. If a CFSA employee is threatened by violence, the employee shall take the following steps to minimize harm to self and others: <ol style="list-style-type: none"> a. Utilize the support of MPD, building security, supervisors, the RCM, DHR and ELR, Employee Assistance and Wellness programs, and other resources for a safe and peaceful resolution. b. Safely remove themselves from violent situations. c. Report threatening situations to the necessary authorities (e.g., those listed in subsection (1)(a) above) for appropriate action and protection.

	<p>2. If an employee is confronted by a hostile customer or client, the employee shall:</p> <ul style="list-style-type: none">a. Remain calm.b. Be courteous, respectful, and helpful.c. Provide the customer or the client with another resource to vent their frustrations (e.g., your supervisor).d. Remain on CFSA property or in a CFSA vehicle, if deemed to be safe, when clients are frustrated and become confrontational.e. Contact MPD for assistance.f. Report the incident in ERisk. <p>3. If a CFSA employee is confronted by a hostile co-worker, the employee shall:</p> <ul style="list-style-type: none">a. Remain calm.b. Do not act to escalate the violent situation.c. Signal a coworker or supervisor that help is needed.d. Contact security personnel for assistance.e. Report the incident in ERisk. <p>4. Consequences</p> <p>If an employee is found to be a perpetrator of workplace violence, the employee shall be subject to disciplinary action up to and including termination.</p>
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